

## Induction policy

New policy number:	556
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Owner:	Assistant Director, People Services
Responsible work team:	Policy, Pay and Reward

## Contents

1	Introduction .....	2
2	Brigade policies and procedures.....	2
3	Standards of performance .....	2
4	Health and safety .....	2
5	Induction – a three tiered approach .....	2
6	Employee responsibilities .....	3
7	Line manager responsibilities .....	3
8	Records .....	3
9	Help and support .....	4
	Document history.....	5

# 1 Introduction

- 1.1 This policy sets out the Brigade's arrangements for the induction of new or returning staff to support the integration into the organisation so that they are familiar with the requirements of their role, the support and facilities available to them, the organisation's role and objectives, its culture and values. This policy applies to all employees and primary responsibility for supporting the induction process lies with line managers.
- 1.2 This policy should be applied in line with the Brigade's values:
- Service – We put the public first.
  - Courage – We step up to the challenge.
  - Learning – We listen so that we can improve.
  - Teamwork – We work together and include everyone.
  - Equity – We treat everyone fairly according to their needs.
  - Integrity – We act with honesty.

# 2 Brigade policies and procedures

- 2.1 The Brigade's policies and procedures are available for you to access and form part of your induction programme. These aspects are covered in the 'Welcome to LFB' induction pack.

# 3 Standards of performance

- 3.1 The Brigade is committed to developing and supporting you working towards becoming competent. The Brigade is also committed to giving feedback on performance and recognising the need to support you to achieve the required standards. The standards required will be contained both within the job descriptions/role maps.

# 4 Health and safety

- 4.1 Immediate hazards and considerations, including fire safety, must be addressed during the induction programme. You will have the Brigade's policies brought to your attention and discussed. Additionally, you will attend a health and safety induction programme and manual handling training course. The TABR Helpdesk will arrange attendance at these courses where they are not covered by a formal development programme already. It is the responsibility of the line manager to ensure that employees attend.
- 4.2 The Brigade expects you to show respect for others, both within and outside the organisation. The Brigade's policies and standards of behaviour expected in this context must be communicated clearly during the induction programme. The Brigade will consider making workplace adjustments including to staff who may have a disability to undertake their duties.

# 5 Induction – a three tiered approach

- 5.1 Induction contains input relating to three levels:
- **Individual level input.** You must understand your own role, and terms and conditions as they apply to you individually.
  - **Team/department level input.** You should understand how your role contributes to the wider team/department objectives and responsibilities.

- **Corporate input.** You should understand the Brigade's purpose, the services delivered and the way they are delivered, including the values.

## 6 Employee responsibilities

- 6.1 You must take responsibility for your integration into the Brigade, including developing clarity of performance expectations and your contribution to the organisation. This responsibility will be shared with your colleagues and line manager, as all parties seek to ensure an effective and positive introduction. Access to a wide range of organisational material is also available via the Induction page on **Hotwire** and employees are encouraged to use these resources.
- 6.2 Existing staff may be asked to 'buddy' you, providing informal support by addressing questions that may arise day-to-day.

## 7 Line manager responsibilities

- 7.1 Line managers will take responsibility for developing an induction programme for their new/returning employees. These will cover all areas contained in the Induction checklist in the 'Welcome to LFB' induction pack. Staff who begin a formal development programme on joining the Brigade (e.g. trainee firefighters, control staff) will have their induction addressed as part of the development programme.
- 7.2 Induction need not be a formal process, but it needs to be properly managed. Most induction programmes will involve meeting and talking with new colleagues, watching activities, reviewing policies and procedures, and asking questions. Ideally all employees should receive an induction programme that reflects their specific needs. Line managers will seek to:
  - Put your member of staff at ease.
  - Interest your member of staff in the job and the organisation.
  - Provide basic information about working arrangements.
  - Indicate the standards of performance and behaviour expected from the employee.
  - Tell your member of staff about training and development arrangements that will be provided.
- 7.3 While line managers may provide a lot of the necessary information they may not provide all – instead drawing on support from others within the organisation and utilising the Brigade's Hotwire (intranet) and London Fire (internet) websites. The line manager will be responsible however for ensuring support is arranged including all relevant meetings and visits where possible. Existing systems should be adopted to support the induction process.
- 7.4 Line managers will need to ensure that employee details are obtained, whether as part of a formal structured development programme (e.g. for trainee firefighters or for control staff) or by arranging for the employee to visit HR Services.
- 7.5 Line managers will, using the Induction checklist in the 'Welcome to LFB' induction pack as a guide, ensure all essential information is communicated to their member of staff in a manner and over a time period as is considered appropriate. The end of the probationary period usually completes the induction process, providing a timescale for participating in core development action.

## 8 Records

- 8.1 Records will be kept on your electronic personal record file (e-prf) and retained in accordance with Policy number 788 - Electronic personal record file.

## **9 Help and support**

- 9.1 Please contact the HR Helpdesk on extension 89100 option 3 and by email to [IT.HR@london-fire.gov.uk](mailto:IT.HR@london-fire.gov.uk).

## Document history

### Assessments

An equality, sustainability or health, safety and welfare impact assessment and/or a risk assessment was last completed on:

EIA	20/05/24	SDIA	L - 13/06/23	HSWIA	13/06/23	RA	NA
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### Audit trail

Listed below is a brief audit trail, detailing amendments made to this policy/procedure.

Page/para nos.	Brief description of change	Date
Throughout	Reviewed as current "HR employment services" replaced by "HR operations". No other changes made to content.	09/02/2011
Throughout	Minor wording changes throughout as the names of the department have been changed in line with the Top Management Review 2010.	24/06/2011
Appendix 1 Week one	The ICT acceptable use policy (AUP) has replaced the code of practice on the use of computers (CoPUC) policy.	26/04/2012
Throughout	Reviewed as current. Team names updated following restructuring.	22/07/2014
Page 7	Subjects list and Freedom of Information Act exemptions tables updated.	03/02/2015
Throughout	This policy has been reviewed as current with no changes made at this time.	03/10/2017
Throughout	Role to rank changes made to content.	15/10/2019
Page 1	Owner title changed from 'Head of Human Resource Management' to 'Assistant Director, People Services'.	17/08/2020
Throughout	'Authority' replaced with 'Brigade' due to the abolition of LFEPA.	
Throughout	Departmental name changes made.	
Page 2, para 1.2 Page 2, para 4.1 Appendix 1 Page 6	Introduction consolidated. References to PDR removed. Updated with the Delivery Plan 2023-2029. SDIA updated.	20/07/2023
Page 6	HSWIA upated.	09/08/2023
Throughout	Reviewed as current with minor updates made. Records and, Help and support added.	14/11/2023
Page 2, para 1.2	Values included.	25/03/2024
Throughout	Reviewed against updated 2025 Grey Book 7 <sup>th</sup> edition.	23/05/2025

## Subject list

You can find this policy under the following subjects.

Induction	Training
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## Freedom of Information Act exemptions

This policy/procedure has been securely marked due to:

Considered by: (responsible work team)	FOIA exemption	Security marking classification